



VATSA CAPITAL VENTURE PRIVATE LIMITED



INVESTOR GRIEVANCE REDRESSAL POLICY

(As per the requirement of Regulation of SEBI (Merchant Bankers) Regulations, 1992)

- (i) The document has been prepared in accordance with the Securities and Exchange Board of India (Merchant Bankers) Regulations, 1992, as amended from time to time as per the requirement.
- (ii) The purpose of the Document is to provide essential information about the company in a manner to assist and enable the investors/clients in making an informed decision for engaging the company.
- (iii) The document contains necessary information about the company required by an investors/client before availing services, and the investors/clients may also be advised to retain the document for future reference.
- (iv) This Document is dated 27-02-2026

Details of the Company

Name of Merchant Banker	Vatsa Capital Venture Private Limited
Registered Office Address	4-C/6, 2 nd Floor, New Rohtak Road, Karol Bagh, New Delhi-110005
Phone No(s)	01140456969
E-mail address	info@vatsacapitalventure.com
Website	https://vatsacapitalventure.com/

Details of the Compliance Officer

Name of Compliance Officer	CS Manish
E-mail Address	investors.grievances@vatsacapitalventure.com



INVESTOR GRIEVANCE REDRESSAL POLICY

1. Objective

The Company recognizes the importance of protecting investor interests and maintaining investor confidence through a transparent, fair, and effective grievance redressal mechanism. This Investor Grievance Redressal Policy ("Policy") has been framed to provide a structured framework for the prompt receipt, examination, resolution, and monitoring of investor grievances in accordance with applicable laws, rules, and regulations issued by the Securities and Exchange Board of India (SEBI) and other statutory authorities.

The objective of this Policy is to ensure that investor grievances are addressed efficiently, consistently, and within prescribed timelines, while maintaining high standards of corporate governance, accountability, and ethical conduct.

2. Scope and Applicability

This Policy shall apply to all investor-related grievances or complaints received by the Company in relation to its activities, services, disclosures, representations, or conduct. The Policy covers grievances received:

- Directly from investors
- Through electronic or written communication
- Through regulatory authorities, stock exchanges, or statutory bodies
- Through any other legally recognized channel

This Policy shall be applicable to all departments, officers, and employees of the Company involved in investor interaction or grievance resolution.

3. Investor Grievance Redressal Mechanism

The Company has established a formal Investor Grievance Redressal Mechanism to ensure systematic handling of investor grievances. The mechanism is designed to ensure:

- Ease of access for investors
- Timely acknowledgement and resolution
- Clear responsibility and accountability
- Transparency throughout the process

The mechanism shall operate under the overall supervision of the Compliance Officer of the Company.



4. Constitution of Investor Grievance Redressal Cell

The Company has constituted a dedicated Investor Grievance Redressal Cell ("Cell") responsible for managing the end-to-end grievance redressal process. The Cell shall:

- Receive and register all investor grievances
- Coordinate with relevant departments for investigation
- Monitor the progress of grievance resolution
- Ensure compliance with regulatory timelines
- Maintain records and documentation

The Cell shall function independently and impartially to ensure fair treatment of all investors.

5. Grievance Redressal Officer

The Investor Grievance Redressal Cell shall be headed by the Grievance Redressal Officer, who shall be responsible for overseeing the grievance redressal framework and ensuring effective implementation of this Policy.

Grievance Redressal Officer:

CS Manish

Email: investors.grievances@vatsacapitalventure.com

The Grievance Redressal Officer shall ensure that grievances are addressed promptly, escalated where required, and closed only after satisfactory resolution.

6. Receipt, Recording, and Acknowledgement of Grievances

All investor grievances received by the Company shall be promptly recorded in a centralized grievance management system. Each grievance shall be:

- Assigned a unique identification or tracking number
- Acknowledged within a reasonable timeframe
- Tracked until final resolution

The centralized system shall enable effective monitoring, reporting, and audit of grievances.

7. Examination, Investigation, and Resolution

Each grievance shall be examined diligently and objectively by the Investor Grievance Redressal Cell in coordination with relevant departments. The process may include:

- Verification of facts and records
- Seeking clarifications or additional documents
- Internal discussions and corrective actions



The Company shall take all reasonable steps to resolve grievances fairly and within the timelines prescribed under applicable SEBI regulations. Resolutions shall be communicated clearly to the investor along with supporting explanations, where necessary.

8. Timelines and Accountability

The Company shall endeavor to resolve all investor grievances within the regulatory timelines. Clear responsibility shall be assigned for each grievance to ensure accountability and avoid undue delays. Delays, if any, shall be documented along with reasons and corrective measures taken.

9. Escalation and Regulatory Reporting

In cases where grievances remain unresolved within the prescribed timelines or require higher-level intervention, the matter shall be escalated to senior management of the Company. Where required under law, unresolved or significant grievances shall be reported to SEBI, stock exchanges, or other regulatory authorities in accordance with applicable provisions.

10. Monitoring, Review, and Internal Controls

The Investor Grievance Redressal Cell shall periodically review grievance trends and data to:

- Identify recurring or systemic issues
- Strengthen internal controls and processes
- Improve investor service standards

Regular internal reviews shall be conducted to ensure continuous improvement in grievance handling.

11. Investor Communication and Confidentiality

The Company shall maintain clear, timely, and transparent communication with investors at all stages of the grievance redressal process. All information and documents relating to investor grievances shall be treated as confidential and used strictly for grievance resolution and regulatory compliance.

12. Policy Review and Amendment

This Policy shall be reviewed periodically or as may be required due to changes in regulatory requirements, business operations, or internal processes. Any amendment or modification to this Policy shall be subject to approval by the competent authority of the Company.

13. Commitment of the Company

Through this Policy, the Company reaffirms its commitment to investor protection, transparency, fairness, and compliance with applicable laws and regulations, and endeavours to maintain the highest standards of governance in all investor-related matters.

